

FIG. 1

PlanetFeedback Letter Generator - Netscape

File Edit View Go Window Help

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Bookmarks Location: http://www.planetfeedback.com/plb/letter_generator.select_company?p_incode=3&p_industry=Hotels What's Related

the voice of one...the power of many* **WIN a \$5,000 dream vacation!**

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Write a Letter

Now choose the name of the company and the type of feedback.

Industry: Hotels

Company: Motels R Us

Feedback Type: Complaint
Select Feedback Type
Complaint
Compliment
Question
Suggestion

Registered Users

E-mail:

Password:

Continue ►

Unregistered users: Register here, or, if you don't want to register, only your e-mail address is required to send a letter.

E-mail:

Continue ►

Document: Done

1 Select company & type of feedback.

2 Rate your overall reaction.

3 Compose your letter.

4 Review and edit.

5 Select others to receive a copy.

FIG. 2

PlanetFeedback Letter Generator - Netscape

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Bookmarks Location: //www.planetfeedback.com/pfb/letter_generator.company_submit What's Related

Write a Letter

Almost there! Please select the category of feedback and complete a quick mood check, and then you'll have a draft of your letter.

Industry: Hotels
Company: Motels R Us
Desired form of feedback: Complaint

Feedback Category:

Please rate your...

overall satisfaction:

Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied

...intent to buy again:

Definitely Not	Probably Not	Might / Might Not	Probably	Definitely

...intent to tell others about your experience:

Definitely Not	Probably Not	Might / Might Not	Probably	Definitely

Document: Done

FIG. 3

PlanetFeedback Letter Generator - Netscape

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Bookmarks Location: http://www.planetfeedback.com/pfb/letter_generator.company_submit What's Related

1 Select company & type of feedback:
Industry: Hotels
Company: Motels R Us
Desired form of feedback: Complaint

Feedback Category: Food Service

Select Feedback Category
Check-In Process
Check-Out Process
Food Service
Front Desk
Housekeeping
Location
Meeting Rooms
Noise
Other
Pool / Health Facilities
Price/Value
Reservations
Room
Security
Shuttle/Limousine Service
Staff Attitude

Please rate your...

overall satisfaction:

Somewhat Satisfied Very Satisfied

...intent to buy again:

Definitely Not Probably Not Might/Might Not Probably Definitely

...intent to tell others about your experience:

Definitely Not Probably Not Might/Might Not Probably Definitely

Books Continue...

Document Done

FIG. 4

PlanetFeedback Letter Generator - Netscape

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Bookmarks Location //www.planetfeedback.com/pfb/letter_generator.company_submit What's Related

Almost there! Please select the category of feedback and complete a quick mood check, and then you'll have a draft of your letter.

feedback on us

site help

Select company & type of feedback.

Rate your overall reaction.

Compose your letter.

Review and edit.

Select others to receive a copy.

Industry: Hotels

Company: Motels R Us

Desired form of feedback: Complaint

Feedback Category: Food Service

Please rate your...

overall satisfaction:

	<input checked="" type="radio"/> Very Dissatisfied	<input type="radio"/> Somewhat Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Somewhat Satisfied	<input type="radio"/> Very Satisfied	
--	--	---	-------------------------------	--	--------------------------------------	--

...intent to buy again:

	<input checked="" type="radio"/> Definitely Not	<input type="radio"/> Probably Not	<input type="radio"/> Might/Might Not	<input type="radio"/> Probably	<input type="radio"/> Definitely	
--	---	------------------------------------	---------------------------------------	--------------------------------	----------------------------------	--

...intent to tell others about your experience:

	<input checked="" type="radio"/> Definitely Not	<input type="radio"/> Probably Not	<input type="radio"/> Might/Might Not	<input type="radio"/> Probably	<input type="radio"/> Definitely	
--	---	------------------------------------	---------------------------------------	--------------------------------	----------------------------------	--

Back **Continue...**

Document: Done

FIG. 5

PlanetFeedback Letter Generator - Netscape

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Bookmarks Location http://www.planetfeedback.com/pfb/letter_generator.pass_to_builder What's Related

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quickfeedback

I have a Compliment Complaint
 Question Suggestion

...about: Company Name

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about us
site map
our manifesto
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site help

1 Select company & type of feedback.

2 Write your overall reaction.

3 Compose your letter.

4 Review and edit.

5 Select others to receive a copy.

Compose Your Letter

Here's the first draft of your letter. Now choose words and phrases from the pull-down menus and type in the blank boxes below. Then click "Submit" and we'll give you the letter to edit.

You'll be able to delete or change anything you don't like. When it's exactly the way you want it, we'll send it for you -- by e-mail, fax or regular mail -- and send copies to anyone you choose. If you'd prefer to write your own letter, [click here](#).

Tip

Keep it short. You want all the important stuff in there, but don't make anyone work harder than necessary to read your letter.

To Whom It May Concern, 602

I am writing to express my How do you feel? 604

with the food service at the Motels R Us. 604

I stayed at the location on 606

January , 2000

Document Done

FIG. 6A

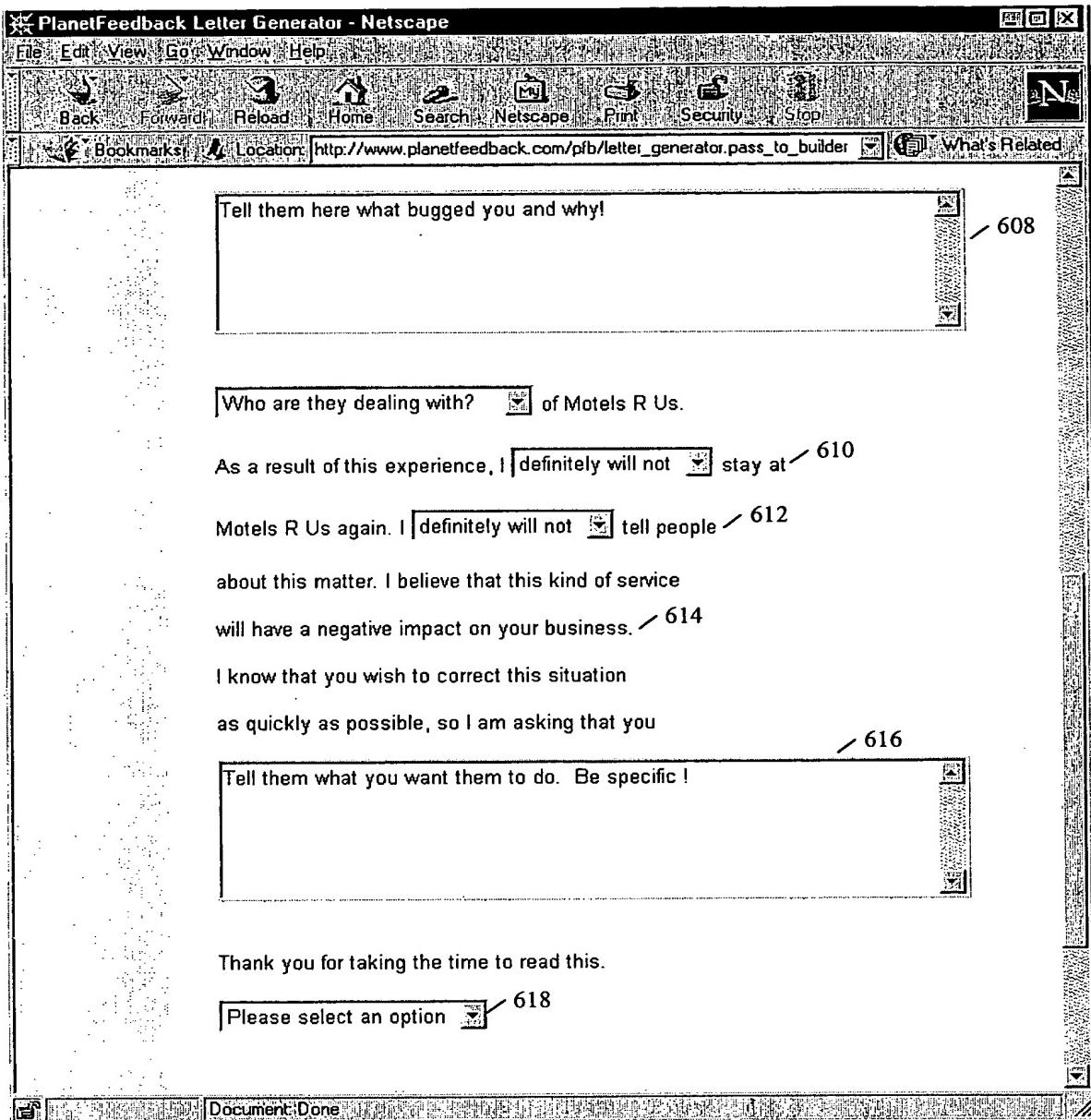


FIG. 6B

PlanetFeedback Letter Generator - Netscape

File Edit View Go Window Help

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Bookmarks Location http://www.planetfeedback.com/pfb/letter_generator.company_submit What's Related

1 Select company & type of feedback.

Industry: Hotels
Company: Motels R Us
Desired form of feedback: Question
Feedback Category: Noise

Rate your overall reaction.

2 Compose your letter.

3 Review and edit.

4 Select others to receive a copy.

overall satisfaction:

 Very Dissatisfied  Somewhat Dissatisfied Neutral Somewhat Satisfied Very Satisfied

...intent to buy again:

 Definitely Not  Probably Not  Might/Might Not Probably Definitely

...intent to tell others about your experience:

 Definitely Not  Probably Not  Might/Might Not Probably Definitely

Back **Continue...**

Document: Done

FIG. 7

PlanetFeedback Letter Generator - Netscape

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Bookmarks Location: http://www.planetfeedback.com/pib/letter_generator.pass_to_builder What's Related

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Compose Your Letter

Here's the first draft of your letter. Now choose words and phrases from the pull-down menus and type in the blank boxes below. Then click "Submit" and we'll give you the letter to edit.

You'll be able to delete or change anything you don't like. When it's exactly the way you want it, we'll send it for you -- by e-mail, fax or regular mail -- and send copies to anyone you choose. If you'd prefer to write your own letter, [click here](#). 804

1 Select company & type of feedback.

2 State your overall reaction.

3 Compose your letter.

4 Review and edit.

5 Select others to receive a copy.

Keep it short. You want all the important stuff in there, but don't make anyone work harder than necessary to read your letter.

Tip

To Whom It May Concern,

I am writing with a question concerning Motels R Us.

Specifically, I would like to know 802

Be clear about what you are trying to find out!

Thank you for taking the time to read this.

I look forward to hearing from you soon.

Please select an option

FIG. 8

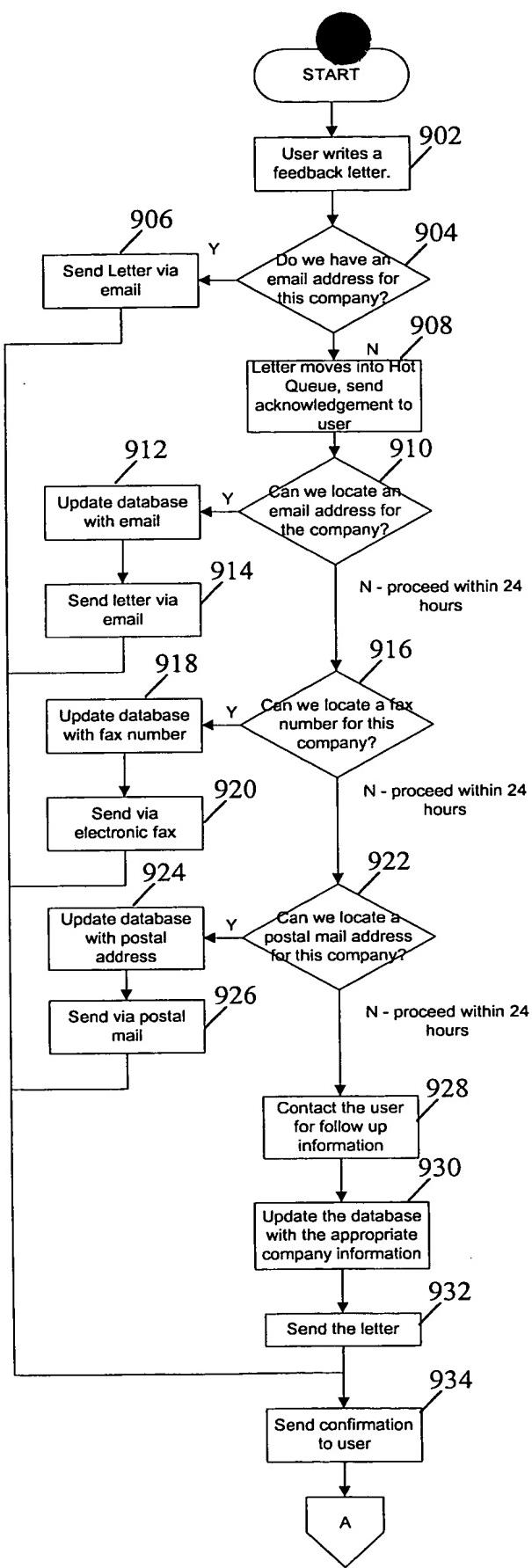


FIG. 9

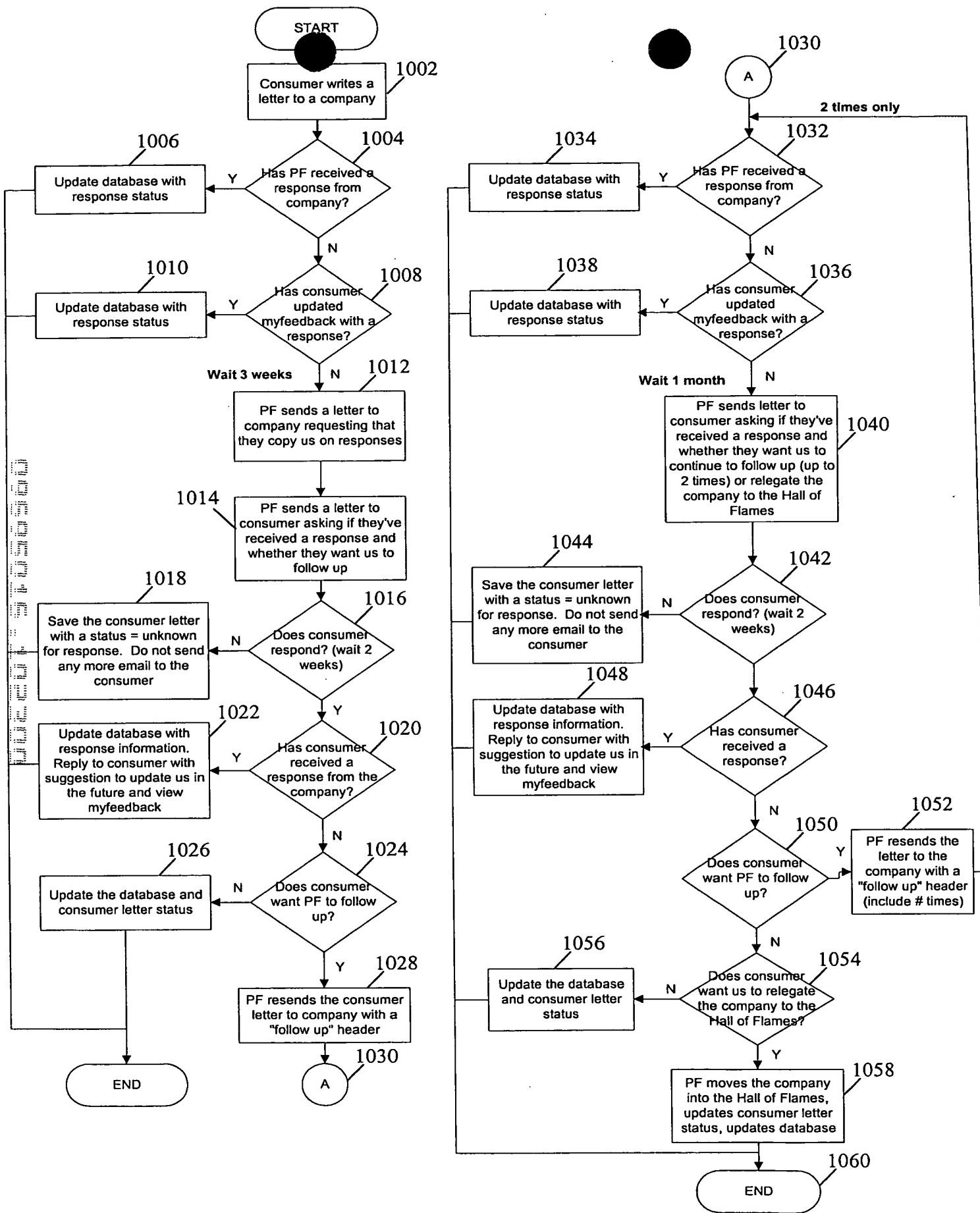


FIG. 10

PlanetFeedback Personal Organizing System - Netscape

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Bookmarks Location: http://www.planetfeedback.com/pib/myFeedback.login What's Related

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My Feedback

Organize and keep track of your feedback with My Feedback, our unique online consumer affairs filing cabinet. You'll have your letters at your fingertips, saving you time and frustration if you need to follow up. And you'll be able to store information, such as financial reports and news stories, about the companies you're writing to. My Feedback will make you a better organized, more effective consumer!

Email Address: 1102

Password: 1104

Log In

1106
Not registered? [Registration](#) is required to use My Feedback.

[Forgot your Password?](#)

Benefits of Registering with PlanetFeedback
As a registered user of PlanetFeedback.com, you can take advantage of the following features:

- **Index of Letters** - View the feedback letters you've sent and to whom, view letter status, and even resend to the company or friends and family!
- **Companies of Interest** - Get information on companies, products and services that might be of interest to you.

Click [here](#) to register. It's free!

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FIG. 11

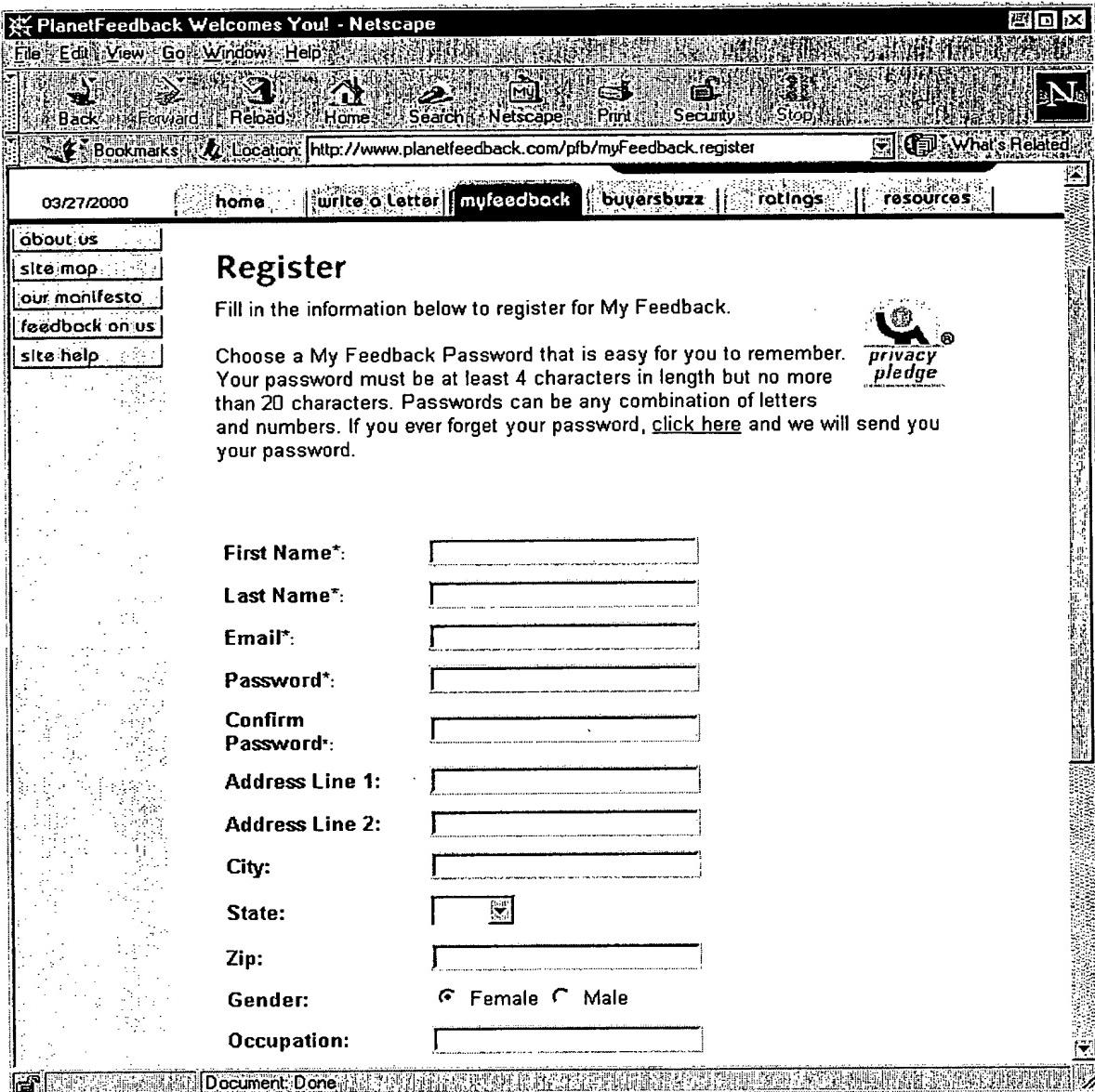


FIG. 12

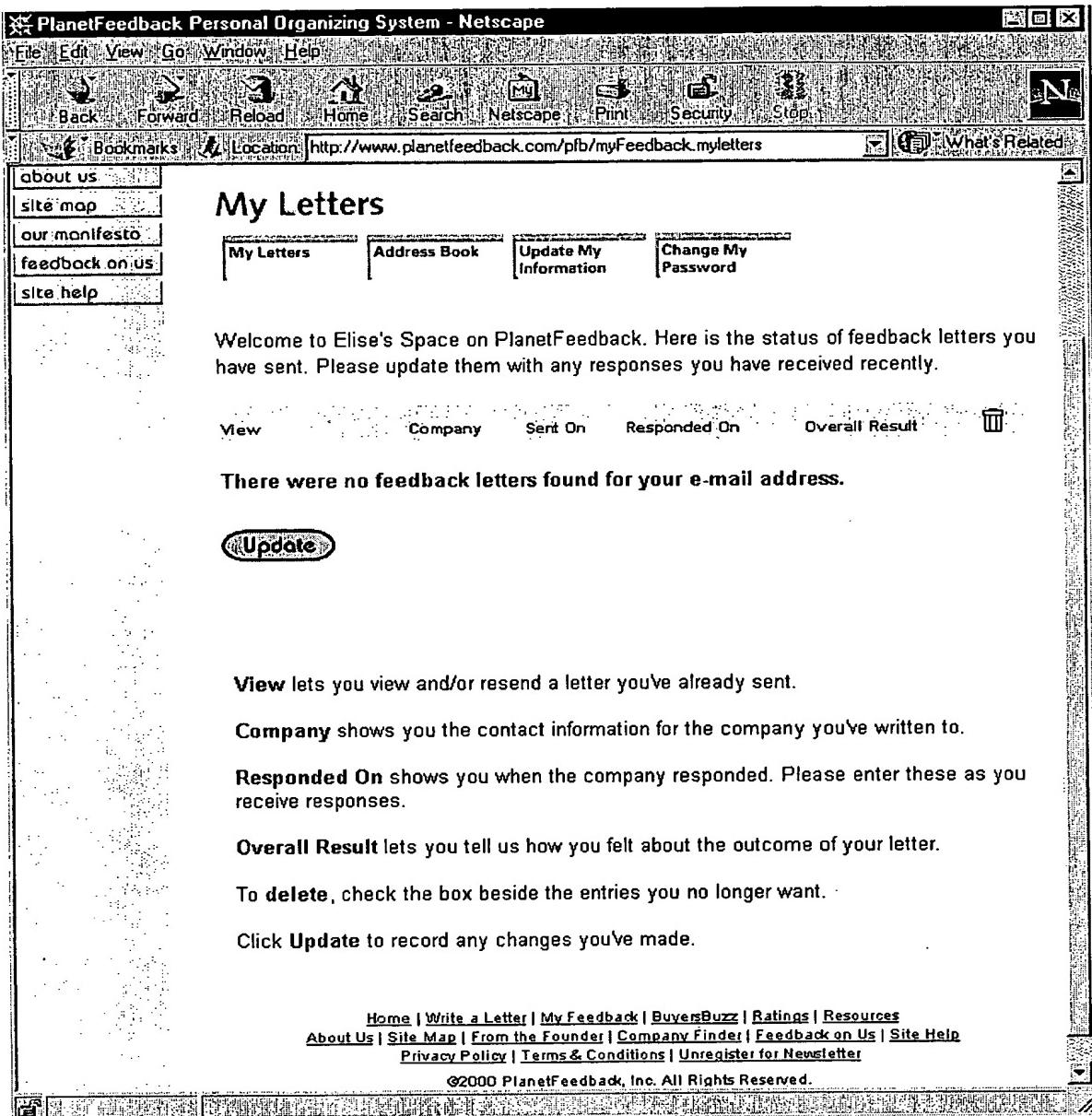


FIG. 13

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PlanetFeedback Personal Organizing System - Netscape

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 Question Suggestion

..about: Company Name

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Use this area to store the names and e-mail addresses of friends, family members, institutions, and others to whom you may wish to send copies of your letters.

Add a new name by entering it in the empty box below.

To delete a contact, check the box next to it.

Click Save to store any changes you have made.

Contacts

Name	E-mail	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

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FIG. 14

PlanetFeedback Ratings and Statistics for Products and Customer Service - Netscape

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Bookmarks Location http://www.planetfeedback.com/pfb/ratings What's Related

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Question Suggestion

..about: Company Name Go!

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Ratings

Become a consumer genius with PlanetFeedback Ratings. We collect statistics, feedback and opinions from lots of folks and make them easy for you to use, before and after you buy. Soon we'll bring you ratings by PlanetFeedback users on a wide range of products and services.

[Overall On-Time Flights](#) | [Reported Mishandled Baggage](#) | [On-Time Flights by Airline](#) | [Reported Mishandled Baggage by Airline](#) | [Number of Complaints](#)

Airline Passenger Complaints on the Rise

The number of airline passenger complaints to the U.S. Department of Transportation more than doubled from 1998 to 1999, department figures show. Nearly 14,000 people filed formal complaints with U.S. DOT last year, up from nearly 6,000 the year before.

The massive increase in complaints came despite the fact that the airline industry improved slightly in key service areas. The rates of bumped passengers and mishandled baggage both fell in 1999, the same year that the industry adopted new, voluntary service commitments.

The rate of delayed flights improved in the fourth quarter. Nearly 80 percent of flights were on time between October and December of 1999, as compared to nearly 75 percent for the rest of the year. Still, the industry posted a slight increase in delayed flights last year, compared to 1998.

Document Done

FIG. 15

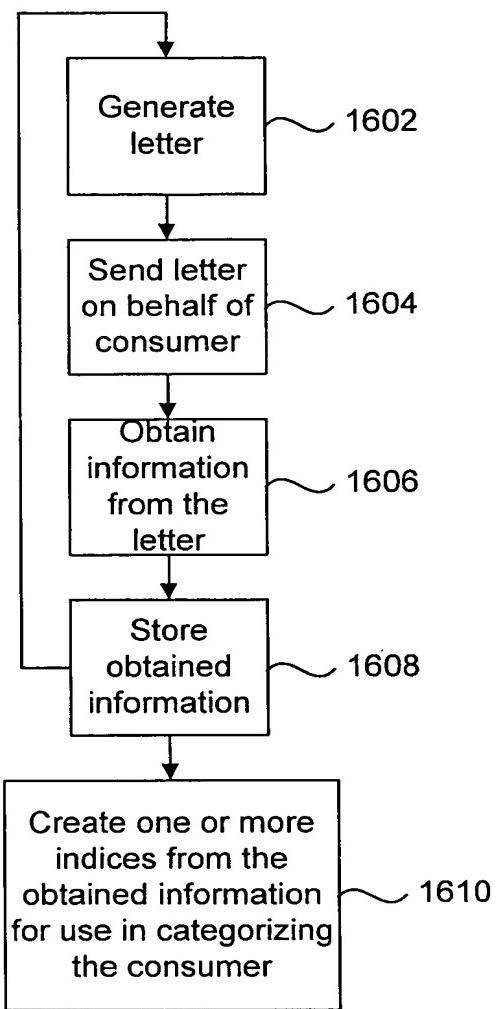


FIG. 16

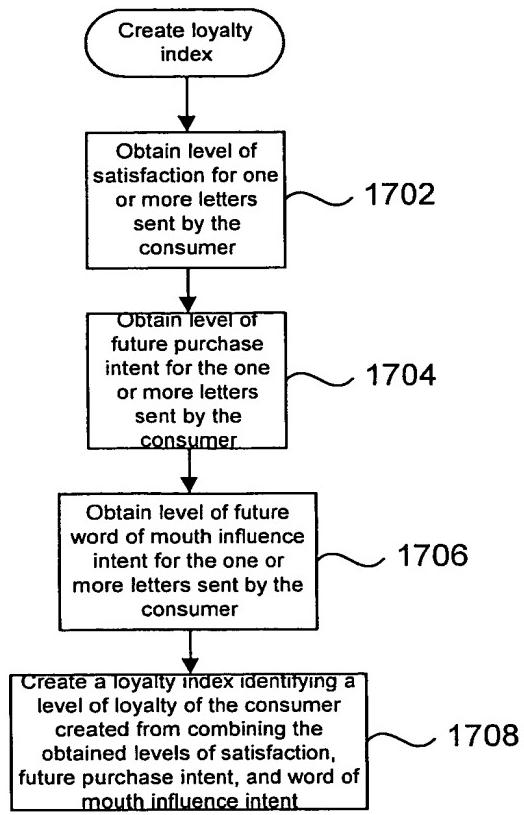


FIG. 17

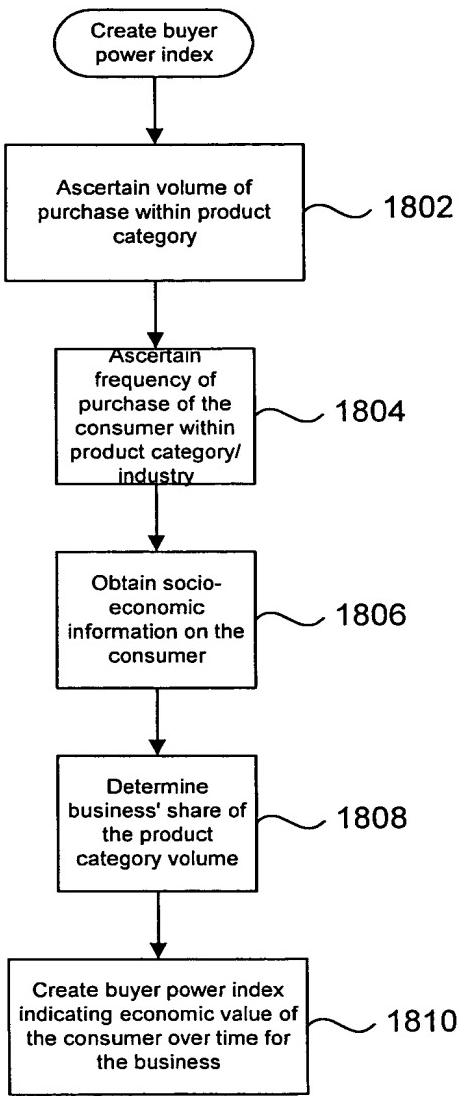


FIG. 18

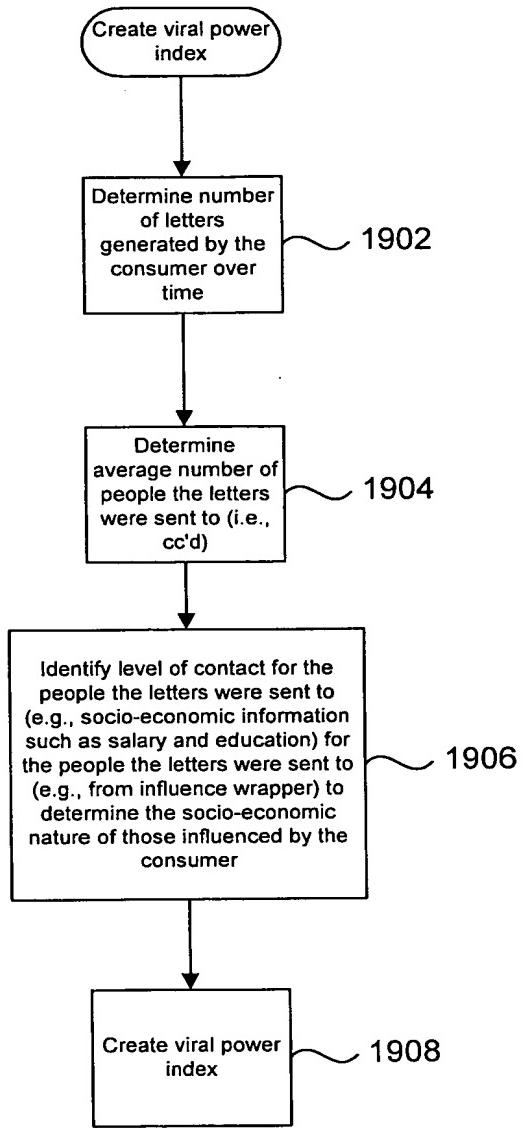


FIG. 19

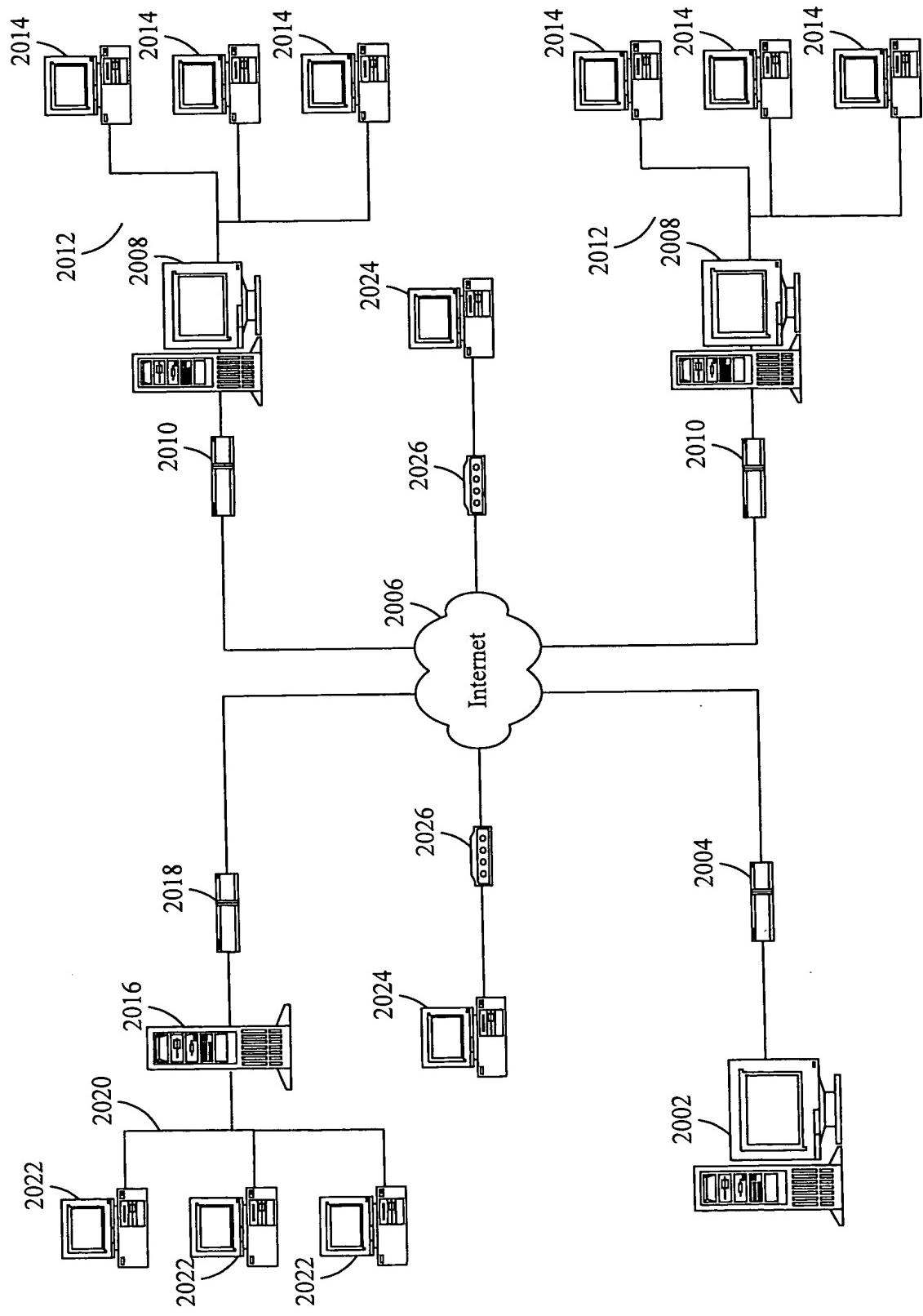


FIG. 20